

Application No. 10/002,744  
Information Disclosure Statement

RECEIVED  
SEP 29 2004  
Technology Center 2100

Customer No. 01933

Attorney Docket No. 01701/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO  
Serial No. : 10/002,744  
Filed : November 2, 2001  
For : TECHNICAL SUPPORT SYSTEM  
Art Unit : 2153  
Examiner : Glenton B. Burgess

**INFORMATION DISCLOSURE STATEMENT**

MS AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Express Mail Mailing Label

No.: EV 443227039 US

Date of Deposit: September 23, 2004

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

N. Sahadeo  
Nalini P. Sahadeo

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by any form PTO-2038 which may be attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper to Account No. 06-1378.

S I R :

Submitted herewith is a form PTO/SB/08A and copies of the publications listed thereon.

US Application Publication No. 2001/0051952, USP 6,513,052 and USP 6,678,764 were all cited by the Examiner in related application Serial No. 10/002,771. US Application Publication No. 2002/0156692 was cited by the Examiner in related application Serial No. 10/002,772.

It is respectfully requested that the Examiner return an initialed copy of the attached form PTO/SB/08A to confirm that the publications listed thereon have all been considered and made of record.

This IDS is being submitted before the issuance of a first Office Action. Therefore, it is respectfully submitted that no

Application No. 10/002,744  
Information Disclosure Statement

Customer No. 01933

fees are required. Nonetheless, authorization is hereby given to charge any necessary fees against Account No. 06-1378.

Respectfully submitted,



Douglas Holtz  
Reg. No. 33,902

Dated: September 23, 2004

Frishauf, Holtz, Goodman & Chick, P.C.  
767 THIRD AVENUE - 25TH FLOOR  
New York, New York 10017-2023  
Tel. No. (212) 319-4900  
FAX No. (212) 319-5101  
DH:iv

Please type a plus sign (+) inside this box →



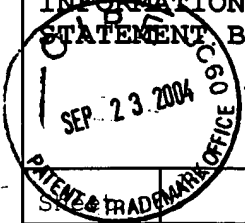
PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

Application Number	10/002,744
Filing Date	November 2, 2001
First Named Inventor	Toshio UENO
Group Art Unit	2153
Examiner Name	Glenton B. Burgess
Attorney Docket Number	01701/LH



**U.S. PATENT DOCUMENTS**

Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
		6,513,052	B1	BINDER, Erin	01-28-2003	
		6,678,764	B2	PARVULESCU et al	01-13-2004	
		2002/0156692	A1	SQUEGLIA et al	10-24-2002	

**RECEIVED**

SEP 29 2004

Technology Center 2100

**FOREIGN PATENT DOCUMENTS**

Exam Inits*	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

Examiner  
Signature

Date  
Considered

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

DATE MAILED: September 23, 2004